

## Department of Telecommunications & Information Services A Year in Review

### FY99-00 Annual Report

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# Department of Telecommunications & Information Services

## A Year in Review

### FY99-00 Annual Report

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#### Citizen Service Milestones

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Providing telecommunications policy analysis and recommendations, one of DTIS' responsibilities, is performed with the advice and assistance of the City's Telecommunications Commission ("Commission"). San Francisco's reputation as a leader in telecommunications policy, as well as, rapid technological advancements in this area, resulted in a full agenda for the Commission and the Department. In January, the Commission and the Department, at the direction of the Board of Supervisors, delivered a comprehensive Open Access Report that included recommendations for implementation of open access for Cable Internet Services in San Francisco. Additionally, DTIS negotiated a 20 year, \$50 million dollar franchise for the City with RCN, which brings facilities based competition for cable, cable Internet access, and telephone services to San Francisco for the first time. The Commission and DTIS also made substantial progress in development of the City's Telecommunications Plan.

With respect to communication with our citizens, San Francisco's government channel, CityWatch, began web-casting the channel's programming on the City's official website, CitySpan. This effort required collaboration between DTIS' cable TV, web, and networking teams, in cooperation with a third party vendor. San Francisco is an early adopter of this technology and one of the first local government's to web-cast government channel programming. With the success of that effort, DTIS took it one step further offering video on demand via CitySpan, another first for local government.



The City's official website, CitySpan, has been a hotbed of electronic government ("e-government") activity to support both digital democracy and on-line transactions. DTIS' web team worked many hours to assist City departments, boards and commissions with compliance efforts related to the changes in the Sunshine Ordinance. Additionally, DTIS has taken a leadership role in the City's e-government initiatives and strategy development, working collaboratively with the Treasurer/Tax Collector and Controller, and supporting interactive applications, such as, the on-line City telephone directory, on-line consumer affairs complaints, and interactive mapping of parks and facilities. DTIS is also very involved in e-government pilot projects including on-line business license renewal and Internet-based purchase of birth and death certificates. Again, these efforts required collaboration with other City departments and a third part vendor. Finally, DTIS, working with the Ethics Commission, developed and implemented a nationally recognized on-line campaign finance reporting application.

### City Service Milestones

In the category of City service milestones, DTIS continued to manage and maintain the City's enterprise applications including assuming operations and maintenance of Fire Computer Aided Dispatch (CAD), redesigning the Pension Administration System, and upgrading the City's mainframe to the latest release of the operating system. In the area of enterprise telecommunications systems, DTIS replaced the phone system at Laguna Honda Hospital and is now supporting the new 800 MHz Public Safety Radio System.

The Technology Learning Center (TLC), which provides training to City employees, is a very successful business unit of DTIS. TLC redesigned its class schedule and course catalog, and expanded its course offerings.

In the area of disaster preparedness, DTIS remains a national leader in this area and successfully conducted two hot-site tests for the City's mission critical systems. Additionally, the City enjoyed a very successful Y2K rollover.

### Astounding Statistics

DTIS amassed many astounding statistics during last fiscal year including:





- ◆ CitySpan increased page views by 54% to 1.1 million per month for static pages;
- ◆ Reached 1 million page views per month for interactive applications on CitySpan;
- ◆ Increased the number of department and commission sites on CitySpan by 67% to over 100;
- ◆ Cablecast 1,145 hours of live meetings on CityWatch;
- ◆ Maintained 48,000 feet of public safety wire;
- ◆ Maintained 3,500 radio and wireless devices;
- ◆ Completed 3,000 telecommunications moves, adds and changes (excluding large projects);
- ◆ Answered 40,000 incoming phone calls received at the City's primary telephone number;
- ◆ Provided technology training to over 4,500 students;
- ◆ Maintained 24/7 operations in the City's three large data centers;
- ◆ Processed 100 million mainframe transactions; and
- ◆ In response to customer demand, added over 70 new positions to DTIS and increased the overall budget by 18%.

### Awards & Recognition

DTIS has received awards and recognition, both at the national and international level, during the past year including:

- ◆ The Ethics Commission campaign financing system developed by DTIS was ranked #1 in the US by Center for Government Studies;
- ◆ CityWatch received the "Overall Excellence in Community Media" Award from Alliance for Community Media; and
- ◆ The Executive Director represented San Francisco at the *City Informatization in the Asian Pacific Region Conference* in Shanghai, PR China (only three US cities were invited to make presentations.)

Additionally, DTIS employees hold several key positions at the national level including:

- ◆ Deputy Director Denise Brady is President Elect of the National Association of Telecommunications Officers and Advisors ("NATOA");



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and

- ◆ Executive Director Liza M. Lowery is Chair of the e-Government Committee for Public Technology Inc.'s National Telecommunication and Information Task Force.

Finally, DTIS employees are frequent speakers at numerous regional and national events, and are often published and quoted in numerous technical publications.

### Internal Improvements

DTIS' internal improvements focus in four major areas: customer service, leadership, continuous improvement, and organizational development. These key areas are reflected in all DTIS managers' performance plans and efforts to support internal improvement during the past year include:

- ◆ Developed a customer service plan;
- ◆ Established a senior management level Customer Service Manager position;
- ◆ Completed a comprehensive Performance Management Project with assistance from the Controller's Office;
- ◆ Established a DTIS Leadership Group that meets monthly and covered topics including Ethics, Decision Making, Problem Solving, and Customer Service;
- ◆ Increased emphasis on project planning and management;
- ◆ Implemented an Employee Recognition Program;
- ◆ Increased technical and soft-skills training;
- ◆ Reviewed and improved internal systems and processes;
- ◆ Engaged outside assistance as necessary;
- ◆ Increased resources to ensure DTIS employees receive the tools necessary to do their jobs; and
- ◆ Reorganized and established a new Sr. Management Team to improve service delivery, streamline operations, and improve communication.

### Vision for the Future

As the City's Chief Information Officer, I have three primary visions for the future of technology in the City and County of San Francisco.

First, we must leverage technology to provide highly reliable and available



systems, improve government service, expand access to information and services, and support digital democracy and economic development.

Second, sound telecommunications policies must be recommended and adopted that serve our citizens and businesses, support and increase access, balance the desire for services with citizen concerns, and ensure that a variety of competitive telecommunications resources are available in San Francisco.

Finally, I must provide technology leadership so that the City has a world class Information Technology organization that ensures today's technology decisions support tomorrow's needs, provides cost-effective, timely services, effectively uses technology and telecommunications resources, and identifies and integrates leading edge technologies into delivery of quality government services.

My first year here has been both exciting and challenging and I look forward to another successful and productive year. Thank You!





